

Customer Credit Reporting

Company Name: RCN Telecom Services of Illinois. LLC
Doing Business As:
Company Address: 350 North Orleans Street, #600, Chicago IL. 60654
Operating Company Number: 8702

Credit Reporting Data for Quarter Ending: June 30, 2003 ▼

Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

Total dollar amount of all customer credits paid:
 Number of credits issued for repairs - 24-48 hours:
 Number of credits issued for repairs - 48-72 hours:
 Number of credits issued for repairs - 72-96 hours:
 Number of credits issued for repairs - 96-120 hours:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e)
 Number of customers receiving alternate
 phone service rather than receiving a credit.

April	May	June	Total
\$3,828.73	\$5,160.49	\$2,701.99	\$11,691.21
43	71	52	166
83	113	66	262
55	74	50	179
59	89	48	196
			0
0	0	0	0

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

Total dollar amount of all customer credits paid:
 Number of installations after 5 business days:
 Number of installations after 10 business days:
 Number of installations after 11 business days:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e).
 Number of customers receiving alternate
 phone service rather than receiving a credit.

April	May	June	Total
\$0.00	\$0.00	\$75.00	\$75.00
		1	1
		0	0
		2	2
			0
0	0	0	0

Credit due in accordance with Section 732.30(c);

Missed Appointments

Total dollar amount of all customer credits paid:
 Number of customers receiving credits:
 Number of exemptions claimed for each of
 the categories identified in Section 732.30(3).

April	May	June	Total
\$300.00	\$1,300.00	\$350.00	\$1,950.00
6	26	67	99
			0